

## GFIE- 494- Administrative Officer - BRISTOL, CAMBERLEY GLOUCESTER, MAIDENHEAD, STAINES, SWINDON

This role at The Department for Work and Pensions (DWP) is available specifically to Carers through a scheme called Going Forward into Employment (GFIE.) We are working with Carers Trust to find candidates who are interested in jobs in the Civil Service.

We want you to join us, learn new skills and bring your experience to our organisation. We believe that everyone has the potential to make a difference, and we want to ensure that all our staff are equipped with the knowledge and skills to do so. As part of your employment, you will have access to a range of learning and development, and a buddy who can help you to understand the Civil Service and enable you to make the most of the opportunities it offers.

The Department for Work and Pensions (DWP) is responsible for welfare, pensions and child maintenance policy. We are the UK's biggest public service department and administer the State Pension and a range of working age, disability and ill health benefits to around 20 million claimants and customers.

See link to find out what it's like to work for DWP

[DWP Hub | Civil Service Careers](#)

<b>Organisation</b>	The Department for Work and Pensions (DWP)
<b>Job Title</b>	Administrative Officer
<b>Job Grade</b>	AO
<b>Positions available</b>	8
<b>Salary</b>	Pay Zone Inner London for the London roles and Outer London for the Hertfordshire and Essex roles. AO National £27,866* SLPZ £27,866* Outer London £29,722 Inner London £29,722 *Increased in line with NLW with effect from 1st April 2026
<b>Location</b>	Bristol co-location, Bristol City Council, 100, Temple Street, BRISTOL, Southwest BS1 6AG  Camberley Surrey Borough Council, Surrey Heath House, Knoll Road, CAMBERLEY, Surrey GU15 3HD  Gloucester Cedar House, Spa Road, GLOUCESTER, Gloucestershire GL1 1XL

	<p>Maidenhead JCP, 3, Park Street, MAIDENHEAD, Berkshire SL6 1SP</p> <p>Staines JCP, 62, London Road, STAINES, Greater London TW18 4HB</p> <p>Swindon JCP, Spring Gardens House, Princes Street, SWINDON, Wiltshire SN1 2HY</p>
<b>Contract Length</b>	18 months
<b>Hours</b>	<p>The full-time working week in DWP is 37 hours.</p> <p>You may be required to work at any time between the hours of: 7.45 am and 8:00 pm on any day between Monday to Friday, and 8.45 am to 5:00 pm on Saturday.</p> <p>Managers will agree working patterns with successful applicants within these business hours and review these as appropriate.</p> <p>Working pattern</p> <p>Part time and job sharing working patterns within working hours are available but must meet business needs. We will do our best to let people with existing part time contracts retain their contracted hours provided they are in line with current business needs. Please note that successful part time and job share candidates may be required to work full time for specific periods to complete and consolidate training.</p>
<b>About the job</b>	
<b>Job description</b>	
<p>To be successful in this role you will:</p> <ul style="list-style-type: none"> <li>• Provide excellent customer service and demonstrate strong face to face communication skills with a diverse range of claimants, some with very complex needs</li> <li>• Encourage those claimants accessing UC to apply online and maintain their claims independently online where possible</li> <li>• Offer appropriate support to claimants claiming benefits, encouraging ownership and claimant responsibility for their claim to prepare for how their benefit might change in the future</li> <li>• Provide coaching support to claimants, signposting to an appropriate provider if necessary</li> <li>• Build positive relationships with claimants that encourage, motivate and build trust by demonstrating empathy</li> </ul>	

- Have the ability to handle sensitive and challenging situations with claimants
- Identify the right actions and interventions to best support UC claimants and refer to the work Coach where appropriate.

**Person specification**

- Be competent in delivering a quality service to a diverse claimant base.
- Undertake self-serve learning to meet requirements of the role and enhance your digital confidence.
- Ability to work flexibly to meet changing priorities, managing a diverse workload.
- Be able to confidently tailor the service to meet the needs of the individual.
- Act on feedback to enhance quality of service delivery.
- Take ownership of complaints and support their resolution.
- Be able to provide support where appropriate to claimants who require assistance

**Application Details**

To apply we will need:

- A completed Expression of Interest form
- A copy of your CV
- A Candidate Referral form completed by the person referring you

This should be sent via e-mail to [GFIE@cabinetoffice.gov.uk](mailto:GFIE@cabinetoffice.gov.uk)

**Requirements and Timeline**

Informal conversations with candidates are expected to take place in July and it is hoped that successful candidates start in September following successful security checks.